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RESTRICTED AND UNRESTRICTED TELEPHONES

1. Most Government Agencies have a limited number of unrestricted telephones (possible to obtain an outside line through the 9th level). This method of control tends to limit the number of unofficial calls but does result in personnel leaving their desks and placing calls in pay stations. At present, facilities are not available to accommodate a sizeable increase in the use of pay stations.

2. The problem of who should be denied unrestricted telephones raises morale implications. Further, restricted telephones would result in over-all increase cost to the Agency since the time spent away from an employee's working area undoubtedly would cost more than the three and one-half cents (\$.035) that a local call represents. However, restricted telephones do reflect favorably in reducing the number of additional message units and local suburban calls for reasons that personnel tend to shy away from placing outside calls from telephones located on supervisors' desks. The rates for restricted telephones are the same as those for unrestricted telephones.

3. In order to place a restricted system throughout the Agency the following factors are involved:

- a. A justification for each unrestricted line.
- b. Pay station installation by the Telephone Company is based upon the number of personnel in each building and anticipated revenue.
- c. The number of restricted lines has a direct relationship to the number of pay stations required to supplement existing facilities.

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